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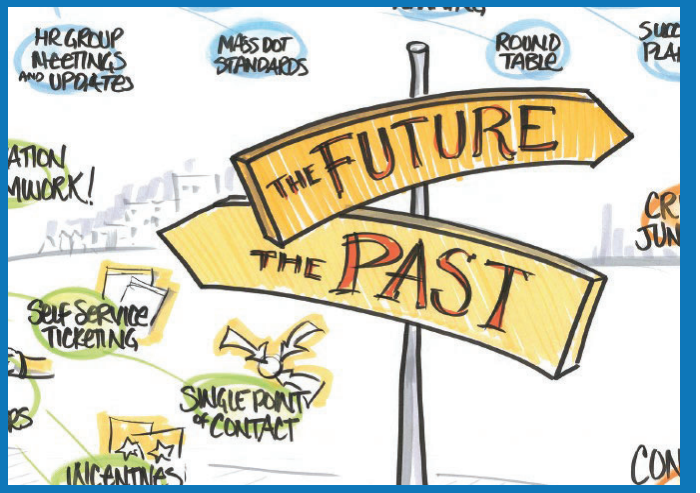

Human Resources Update

November 18, 2019

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Human Resources Service Center

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HR Service Center

The Human Resources Service Center went live on February 25, 2019, since that time over 22,000* cases have been opened in the HR Portal. The HR Service Center receives an average of 900 phone calls per month.**

- **The HR Portal is accessible anytime, anywhere on any device.**
- **There are currently over 30 Electronic Forms for both Employees and Managers with online workflows**
- **The use of electronic workflow**
  - **Allows for employees, managers and Human Resources to easily track requests**
  - **Improve productivity, efficiency, and employee experience**
  - **Substantially cuts down on the amount of paper and printer supplies**

The HR Service Center/Portal continues to be utilized in a variety of ways

- **Employees submit requests through the HR Portal**
- **Employees can send emails to Ask HR, which will generate a ticket in the HR Portal.**
- **Employees can call the HR Service Center and talk to one of the staff**
- **Employees come to HR to speak with one of the staff.**

*Some cases are closed via workflow from employee to manager/supervisor and do not need HR (paid time off requests)

**Not all phone calls require a case to be created

Learning and Development

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The Evolution from a Training Organization to a Learning and Development Organization

Compliance

Safety and Policy Topics

New employees take a minimum of 7 eLearning and 2 classroom sessions.

Job Skills

Learning your current role

Annually MassDOT employees take classroom and eLearning courses in over **725 different topics**.

Professional Competencies

Adding Value

These skills cross boundaries and **add value at all levels**. (Project Management, Leadership, Fiscal Acumen, Process Management, Communication)

Succession Planning

Prepare for your next role

It's vital to the organization that employees **transfer knowledge** to their successor and vital to the employee to have **growth opportunities**.

Training… **Add** **Learning and Development…**

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A sample of the 725 topics MassDOT employees take classes in each year…

Lean 6Sigma Training

OSHA

Amtrak & Keolis Rail Right of Way

Snow & Ice

AutoCAD

Microsoft Project

Woodchipper Operation and Safety

Chainsaw Maintenance

CPR/AED

Microsoft Office

Performance Management

Stormwater Management

Pavement Markings

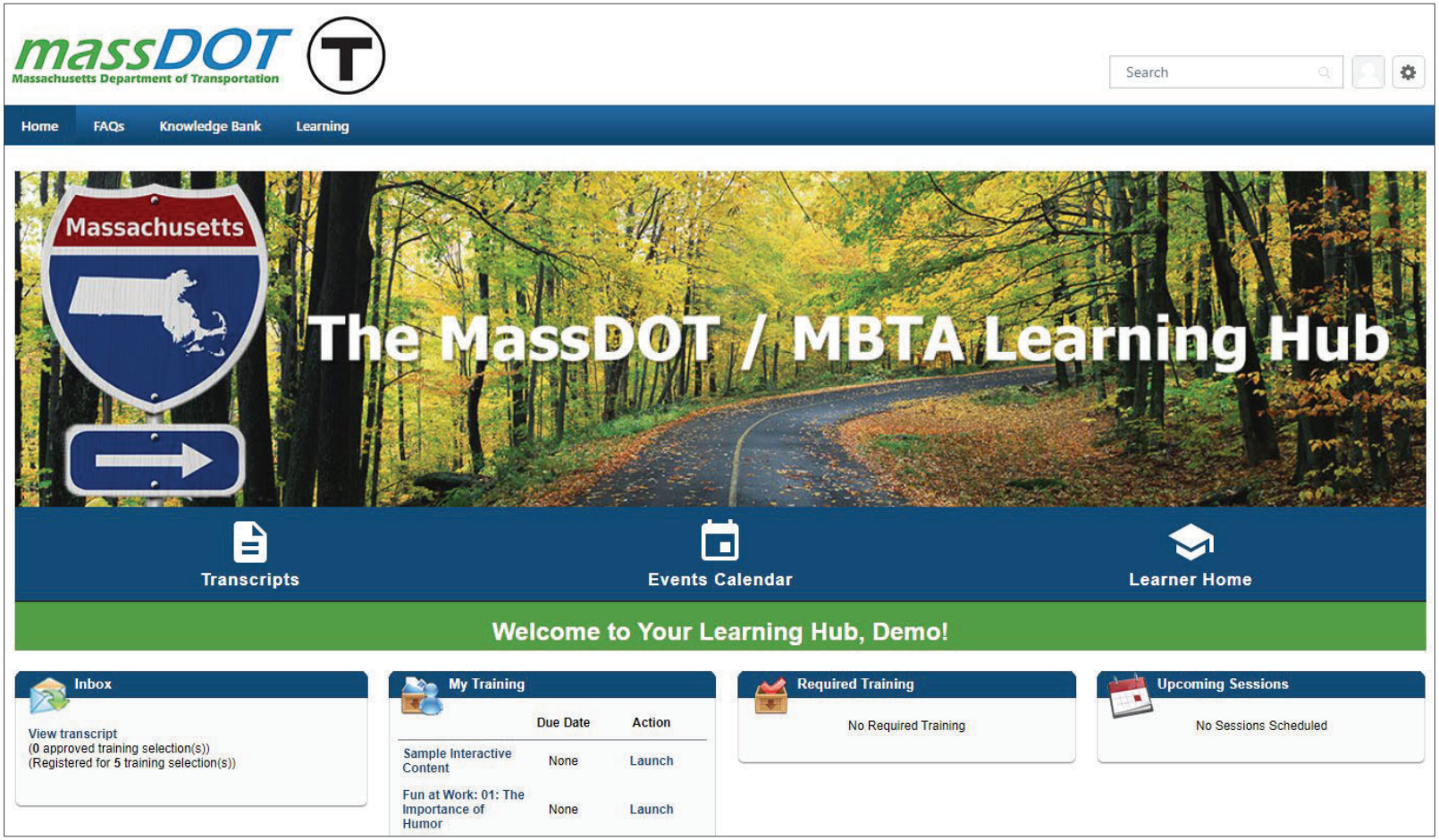
"All About Asphalt"

Some of the courses offered in the Highway Core Curriculum:

- **Project Estimating**
- **Contract Time Determination**
- **Environmental Permitting**
- **Landscape Design**
- **Traffic Operations**
- **Structures (Hydraulics / Tunnels)**
- **Construction Safety**
- **Asset Management**
- **Pavement Management**
- **Utility Coordination**
- **Complex Projects and Public Outreach**
- **Drainage**
- **Earthworks**

Learning Management System

a key technology to grow a learning culture



Learning Management System

MassDOT / MBTA Learning Hub

Audience

All employees at MassDOT and MBTA, also temporary employees and contractors

i.e. any person who takes training with us.

In total, close to **10,000 persons**

Timeline

- Full roll out planned for the end of **January 2020**
- Training and Communication Plan includes:
  - **Live classes**
  - **Webinars**
  - **Recorded trainings**
  - **Tip sheets**
  - **Posters**

Key Features

- A **system of record** for training activity across all MassDOT and MBTA
- **Comprehensive / Real-time reporting** for compliance and professional development
- A modern system to **distribute eLearning**
- Employees can **enroll directly** in course and managers are notified.
- **Tracking documents** such as certifications, and policy acknowledgements
- Distribute **onboarding/ pre-boarding** information
- Manager have **self-service access** to the training records of their staff
- **Reminders** about due and overdue training
- Up to date **training calendars** with course information online anytime, anywhere
- Mobile responsive (**accessible from any internet device** - computer, phone, tablet)

Status

- The system is live for **1776 users**
- **All Users at MBTA Engineering & Maintenance** (Power Systems, Signals and Comm., Asset Planning, Transit Facilities Maintenance)
  941 users
- **Pilot Group in Bus and Rail.**
  599 Bus
  236 Rail

Related to the roll out of various parts of the HASTUS project.

Driving a Learning Organization

The Learning Hub (Cornerstone OnDemand) is a **platform** that can:

- Distribute **internally created eLearning** and other training materials.
- Purchase access to **libraries of content** from industry leaders like:
  - CyberU
  - LinkedIn Learning
  - Biz Library
  - TED
- Large multi-purpose or small specialty **libraries of content** available.

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Appendix

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Talent Acquisition Update

Hiring Updates

From 7/1/2019 to 11/14/2019

Time to Hire:	53.92 Days
Total New Hires:	185
Total Promotions:	148
Total Transactions:	333

Hiring efforts have increased for critical RMV roles

71 new hired for the RMV filled
51 promotions for the RMV filled
Total Transactions: 122

Branding via LinkedIn

- LinkedIn Outreach campaign has been implemented.
- The Employee Spotlight series features employees from across the organization.
- Followers up by 854 since launching branding efforts on July 1, 2019 (total of 2,779).
- 250% increase in engagement due to branding campaign.
- 95% increase in page visitors on employer page due to branding campaign.

Quality of Hire Survey Implementation

- Quality of Hire survey has been implemented to inform TA outreach efforts.
- This information helps the TA team understand where they are sourcing the best candidates.
- Within the next year, this data is expected to show trends.

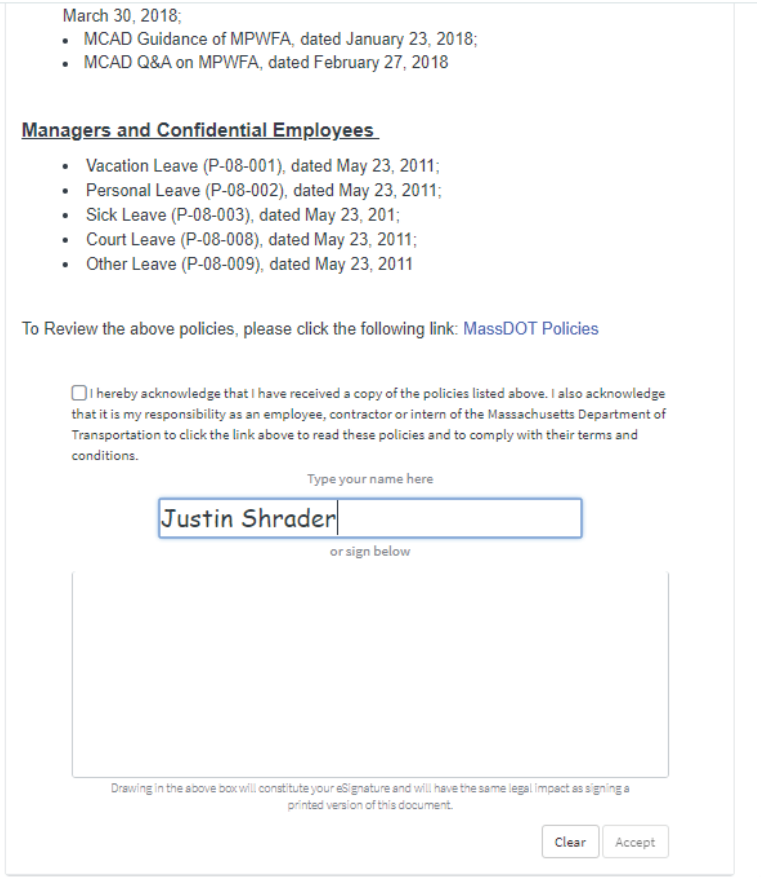
Sourcing via LinkedIn

Talent Acquisition is successfully using LinkedIn recruiter to source highly qualified passive candidates for difficult to fill or senior level roles.

Targeted Distribution & E-Signature

- The HR Service Center can target different areas of the organization to distribute information requiring an electronic signature. The system is capable of running reports by department in order to track responses.

Action Required: Policy Sign-off Required
HRT0001590 assigned to you
MassDOT Policies Acknowledgement of Receipt
All Employees
Administration of Personnel and Workplace Policies (P-01-001), dated June 2, 2011;
Smoke-Free Workplace (P-17-001), dated June 2, 2011;
Workplace Violence Prevention (P-18-001), dated June 2, 2011;
Weapons (P-19-001), dated June 2, 2011;
Sexual Harassment (P-20-001), dated June 2, 2011,;
Sexual Assault, Domestic Violence and Stalking (P-21-001), dated July 26, 2011;
Anti-Fraud Policy (P-25-001), dated October 8, 2010;
Use of Facilities (P-29-001), dated March 05, 2010;
Acceptable Use of Information Technology Resources (P-30-001), dated July 15, 2019;
Telephone and Mobile Devices (P-31-001), dated July 26, 2011,;
Records Management (P-38-001), Dated October 25, 2010;
Public Records Requests (P-39-001), dated October 25, 2010;
Waste and Paper Reduction (P-42-001), dated March 15, 2010;
Motor Vehicles (P-D0032-01), dated October 5, 2016;
Criminal History Records Information (CHRI) Policy for Employees, dated August 10, 2017
Memorandum of MA Pregnant Workers Fairness Act (MPWEA)& Related Rights, dated March 30, 2018;
MCAD Guidance of MPWFA, dated January 23, 2018;
MCAD Q&A on MPWFA, dated February 27, 2018
Managers and Confidential Employees
Vacation Leave (P-08-001), dated May 23, 2011;
Personal Leave (P-08-002), dated May 23, 2011;
Sick Leave (P-08-003), dated May 23, 201;
Court Leave (P-08-008), dated May 23, 2011;
Other Leave (P-08-009), dated May 23, 2011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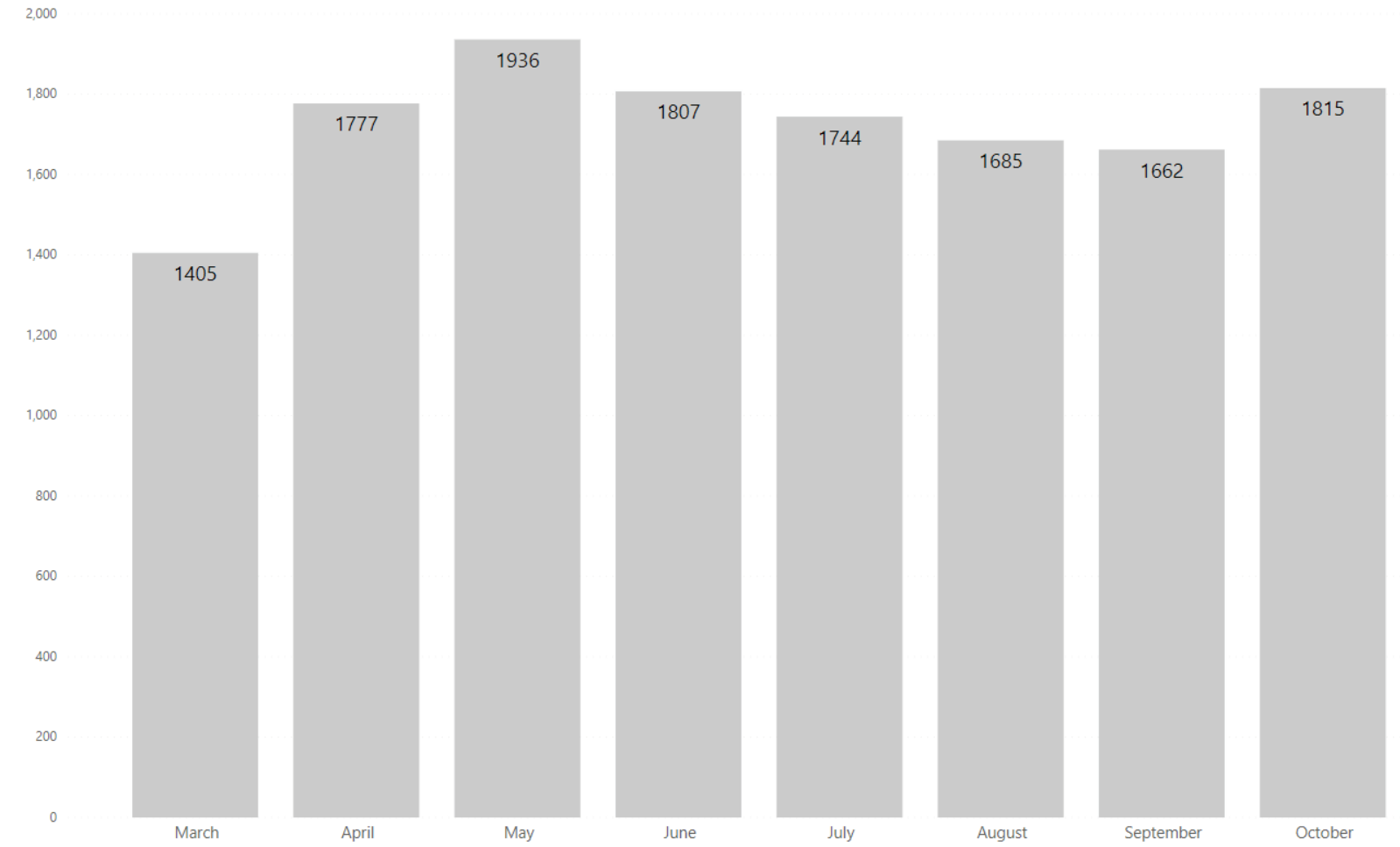
To Review the above policies, please click the following link: MassDOT Policies
I hereby acknowledge that I have received a copy of the policies listed above. I also acknowledge that it is my responsibility as an employee, contractor or intern of the Massachusetts Department of Transportation to click the link above to read these policies and to comply with their terms and conditions.
Type your name here
Justin Shrader
or sign below
Drawing in the above box will constitute your eSignature and will have the same legal impact as signing a printed version of this document.
Clear
Accept

Service Center Case Volume by Month



Excludes cancelled cases

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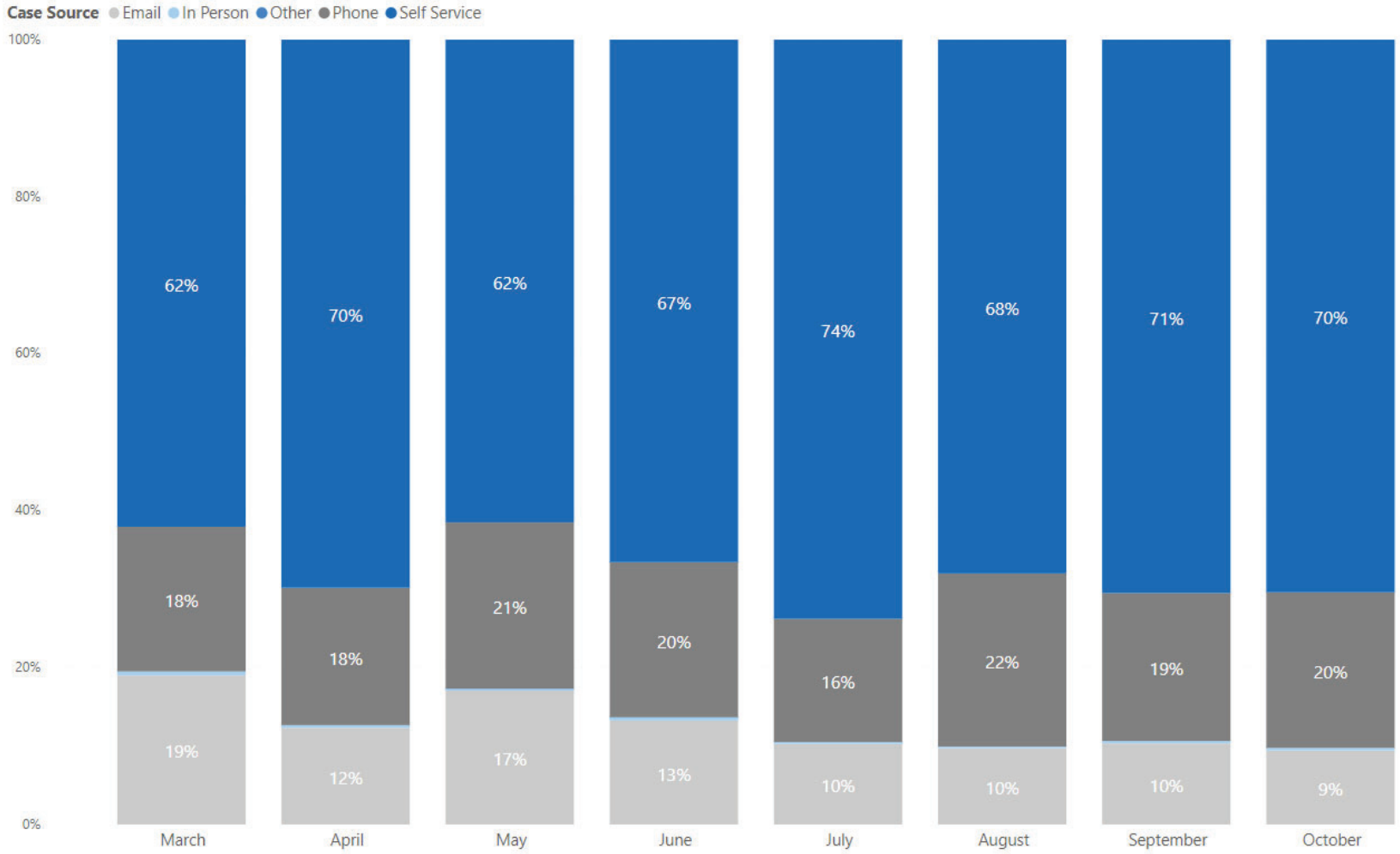
Service Center Case Source by Month



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